

Appl No. 09/785,048  
Amdt. dated August 9, 2005  
Reply to Office action of May 9, 2005.

**REMARKS/ARGUMENTS**

Claims 1-18 and 21-27 are pending in the application. Examiner rejected claims 1-5, 7-9, 11, 12, 15-18 and 21-25 under 35 USC 103(a) as being unpatentable over Walker et al. (US patent number 6,567,787) in view of Thorne (US parent number 6,100,891).

Currently amended independent claims 1 and 18 include, among other elements, dividing data representing a portion of the voice interaction into a plurality of panels after being spoken by the live agent, wherein the panels correspond to respective sections over the script. Neither Walker, Thorne, nor the combination of Walker and Thorne disclose, teach or suggest dividing data representing a portion of the voice interaction into a plurality of panels after being spoken by the live agent. As such Applicant believes currently amended independent claims 1 and 18 are in condition for allowance, and respectfully requests that they be passed to allowance. Since claims 2-17 depend on currently amended independent claim 1, which Applicant believes is in condition for allowance, and since claims 21-27 depend on currently amended independent claim 18, which Applicant believes is in condition for allowance, Applicant believes that dependent claims 2-17 and 21-27 are in condition for allowance and respectfully requests they be passed to allowance.

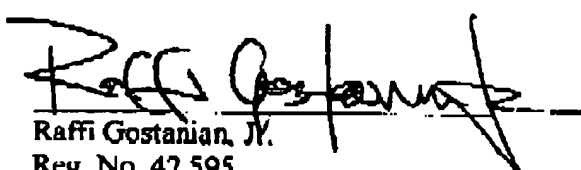
In conclusion, the Applicant requests favorable action on this response at the Office's earliest convenience.

Respectfully submitted,

WEST CORPORATION

Dated: 8/9/05

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